

## Job Description

<b>Job Title</b>	<b>Performance Improvement Specialist, Clinical Improvement</b>		
<b>Reports to</b>	North Carolina Healthcare Foundation		
<b>Effective Date</b>	August 15, 2020	<b>Manager of People</b>	No
<b>FLSA Status</b>	Exempt	<b>EEOC Class</b>	2

### **ABOUT NCHA**

NCHA is a statewide trade association representing more than 130 hospitals providing acute care, ambulatory care, sub-acute care, rehabilitative, home health and hospice services, behavioral health services, state psychiatric inpatient services and veterans' services. The association promotes and supports our members and associated partners by advocating for sound public policy, advancing collaborative partnerships, and accelerating innovation to improve the health of the communities where we live and work. NCHA achieves this work by leverage the scope and scale associated with a \$17+ million-dollar organization, which is funded by members' dues, grants, and shared service.

The NC Hospital Foundation (NCHF) is one of the top 5 largest foundations affiliated with state hospital associations in the country.

### **PURPOSE**

The Performance Improvement Specialist will contribute to the implementation and overall management of various clinical quality improvement and safety programs, as part of NCHA's commitment to advance high quality, equitable care delivery. Specifically, this position will work closely with the Director of Clinical Improvement to provide direct support and technical assistance to participants participating in the Center for Medicare Services (CMS) Task Order III (TO3) program, under the oversight and direction of the Network of Quality Improvement and Innovation Contractor (NQIIC), aka as "Prime Contractor". This will include collaborating closely with the Prime Contractor and Director of Rural Health Innovation to develop and execute program deliverables for the North Carolina participants to achieve desired goals. In addition, this position will provide assistance to existing programs such as the patient safety organization, health equity, and rural health initiatives, and/or other areas in need of clinical quality expertise as needs and opportunities arise. This position is grant funded.

### **RESPONSIBILITIES**

- Provide performance improvement and implementation assistance to TO3 program participants through virtual and in-person support, as in-person support is feasible.
- Coordinate and lead the timely implementation and overall management of the TO3 requirements, in close collaboration with the Director of Clinical Improvement and in compliance with Prime Contractor directions.
- Collaborate with NCHF Team members and Prime Contractors to develop, plan, and implement innovative strategies to support program participants in assessing healthcare disparities and then acting upon findings to drive equitable healthcare delivery.

- Support the development, timely implementation and overall management of NCHF priorities as assigned.
- Develop workplans and timelines, monitor deliverable completion, and communicate and facilitate any necessary changes to the TO3 plan.
- Coordinate project communication and manage program documentation in collaboration with project team.
- Establish a highly collaborative environment in which all program stakeholders are encouraged to collaborate and engage in program objectives.
- Assists with data collection and overall program evaluation efforts.
- Actively support relationship development among providers and other key partners, including aligning with other relevant initiatives (hospitals, state agencies, etc.).
- Assists with development of program reports for funders and NCHF.
- Present on program activities to internal and external stakeholders.
- Assists with development of sustainability plans in conjunction with Director of Clinical Improvement.
- Perform other tasks and duties as may be assigned.

### **MISSION/VISION/VALUES**

- Embrace the NCHA mission to improve the health of the communities where we live and work by advocating for sound public policy and collaborative partnerships.
- Support the vision for a North Carolina where high-quality healthcare is equitable and accessible for all.
- Demonstrate the association's core values in all relationships, at all times. Respect. Integrity. Teamwork. Accountability. Perseverance.

### **INTERNAL RELATIONSHIPS**

- Coordinate with department leads and their team members in the development, oversight, execution and sustainability planning of quality and safety improvement programs and education.
- Collaborate with Policy/Advocacy and other departments, as appropriate, to execute related quality/safety strategic objectives.
- Serve on the NC Hospital Foundation team to align strategic objectives with funder interests.

### **EXTERNAL RELATIONSHIPS**

- Work closely with health systems, healthcare providers, and community organizations.
- Maintain professional, collegial relationships and communications with state government agencies and/or other external agencies as appropriate to help achieve program goals, particularly with the Prime Contractor and CMS.

### **EDUCATION AND EXPERIENCE**

- Minimum of a Bachelor's Degree in a health-related field with a Master's degree in related field preferred.
- Minimum two (2) years direct experience in a healthcare quality improvement role in an acute care facility.
- Experience coaching others for enhanced performance across organizational levels (from staff to Board of Directors, etc.)
- Certification in healthcare quality/safety preferred. (E.g. CPHQ, CPPS.)
- Previous program management experience with developing, implementing, and spreading healthcare quality and safety improvement.
- Experience in grant funded or non-profit work helpful.

- Management experience in a healthcare facility helpful.
- An equivalent combination of education, training, and experience may be considered.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Excellent interpersonal, communication, writing, and collaboration skills.
- Demonstrated skills in performance improvement, change management, and project management.
- Ability to coach colleagues and program participants in developing competencies for quality and safety improvement.
- Strong analytic, critical thinking and problem-solving skills.
- Ability to establish and maintain effective working relationships with colleagues, managers, members and partners.
- Creative, well spoken, and articulate in order to effectively communicate with customers and to give presentations.
- Ability to work collaboratively with teams.
- Ability to manage and organize time effectively.
- Proficiency with using PowerPoint, Excel, and Word. Excel skills preferred include creating and using filters, pivot tables, and formulas to support data analysis and presentation.
- Experience using SmartSheet and SharePoint technologies helpful.

### **WORK ENVIRONMENT AND PHYSICAL DEMANDS**

- Work performed mostly in an office environment.
- Ability to work from home if necessary due to epidemic or other natural events.
- Use a computer throughout the workday.
- Requires occasional in-state travel and may require travel to Prime Contractor site periodically during life of contract.

*North Carolina Healthcare Association is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, religion, age, sex, national origin, veteran status, disability, sexual orientation, sexual preference, or other protected status.*